

**Texas State Board of Dental Examiners
333 Guadalupe, Suite 3-800
Austin, Texas 78701**

512-463-6400 phone; 512-463-7452 fax
<http://www.tsbde.texas.gov>

CUSTOMER SERVICE REPRESENTATIVE II

Position: Customer Service Rep II Full time (40 hrs/wk)	Salary: \$2,195 - \$2,450 per month (\$26,340 - \$29,400 annually)
Classification Number: 0132 Group: A11	Posting Date: October 27, 2015
Listing Number: 5041604 FLSA Status: Non-Exempt Number of Openings: 1	Closing Date: Until Filled Start Date: November 16, 2015
Contact: Aisha Vaz; hr@tsbde.texas.gov ; (512) 475-0975	

GENERAL DESCRIPTION OF DUTIES:

This job description is not an employment agreement or a contract. Management has the exclusive right to alter this job posting or job description at any time without notice.

The Texas State Board of Dental Examiners (TSBDE) is the state agency that regulates the practice of dentistry in Texas. As of September 1, 2015 the agency is authorized to employ 58 FTEs and has 15 board members. Because the TSBDE is a small agency, all employees must exhibit a spirit of teamwork and cooperation and be willing to assist in any agency work activities as necessary.

The Customer Service Representative II is a team member of the Licensing Division. The Customer Service Representative II will performs routine (journey-level) customer service work. Work involves providing external customer service support and receiving and responding to public inquiries for information and/or agency services. Works under moderate supervision with limited latitude for the use of initiative and independent judgment. Full-time employment (40 hours per week) is required.

EXAMPLES OF WORK PERFORMED:

- Responds to customer inquiries and maintains customer accounts according to specific guidelines and procedures.
- Communicates with the public in person, by phone, by e-mail or regular correspondence, by fax, or over the Internet.
- Enters information into databases, Excel spreadsheets, processes letters to customers, and performs other general clerical services.
- Reviews and routes mail and other correspondence.
- May research information to solve customer service problems.
- May prepare, interpret, and disseminate information concerning agency programs and procedures.
- May receive and process applications and payments for licensees of the agency.
- May create and maintain activity logs, files, and reports on licensing services.
- May interpret and explain rules, regulations, policies, and procedures.
- Performs related work as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

EDUCATION: Graduation from an accredited high school or successful completion of GED certification required.

EXPERIENCE: Experience in customer service, clerical or administrative support work. At least one year's experience as a Customer Service Representative is preferred.

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of general office procedures, administrative and clerical procedures.
- Ability to respond to public inquiries in a timely manner.
- Ability to implement administrative procedures.
- Ability to interpret rules, regulations, policies, and procedures.
- Ability to communicate effectively and interact effectively with members of the public.
- Ability to communicate effectively both verbally and in writing with agency management and employees.
- Skill in the use of computer, preferably Microsoft Office software, i.e. Word and Excel.
- Ability to work well with others and to maintain a positive attitude with callers and coworkers.
- Ability to maintain strict confidentiality.
- Must report to work on time on a daily basis.
- Ability to work effectively and independently in a dependable and organized manner in order to meet various deadlines.

The following Military Occupation Specialty (MOS) codes are generally applicable to this position: 15, 36, 42, 56, 68, 88, 89, 92, 01, 3A, 3M, 15P, 36B, 42A, 56M, 68J, 88H, 88N, 89A, 89B, 92A, 92Y, SH, YN, SN, 641X, 741X, YN, 360, 0100, 0111, 0102, 0170, 3A1X1, 3M0X1 . Applicants must fully complete the summary of experience on the State of Texas Application to determine if minimum qualifications are met.

OTHER: Normal office environment in downtown Austin office location. Tobacco-free work environment. Work hours are 8:00 AM – 5:00 PM, Monday through Friday. Some overtime may occasionally be required.

In compliance with House Bill 2559 agencies that hire a person who is retired from the Employees Retirement System (ERS) on or after September 1, 2009 are required to remit a surcharge of 9.5% each month the return-to-work retiree is employed. Selected candidates meeting this requirement will be offered a base salary 9.5% lower to cover this surcharge.

To Apply: Applicants must submit official State of Texas Employment Application (see <http://www.twc.state.tx.us> for download). Applications may be emailed to hr@tsbde.texas.gov, mailed to 333 Guadalupe, Suite 3-800, Austin, TX 78701 or faxed to (512) 305-6737. Applicants may submit a resume in addition to the official State of Texas Employment Application but the resume may NOT be substituted for the official State of Texas Employment Application. Selected applicants will be notified regarding interviews. If an accommodation is needed, please call Aisha Vaz at 512-475-0975.

The Texas State Board of Dental Examiners (TSBDE) is an Equal Opportunity/Affirmative Action/ADA employer. The Board's employment positions are covered by the Fair Labor Standards Act (FLSA). TSBDE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status. TSBDE is an E-Verify participant.